

TRAINING AVAILABLE THROUGH THE OFFICE OF CULTURAL AND LINGUISTIC COMPETENCE

- **Building CLAS in your Organization-** *Using the Standards for Culturally and Linguistically Appropriate Services to enhance services to multicultural communities.*
- **Building Cultural and Linguistic Competency Capacity in Behavioral Health & Disability Services-** *Overview of best practices related to organizational cultural competence.*
- **Community Outreach, Engagement and the Effective Use of Cultural Brokers-** *This training will introduce the principles behind community engagement that will improve your organization's outreach to diverse communities as well as understand how cultural brokers can improve outcomes related to community outreach goals.*
- **Cultural Competence in Peer-Run Organizations-** *Effective strategies for consumer- run organizations in engaging and working with diverse communities.*
- **Cultural Awareness-** *Exploring Personal Values and Beliefs*
- **Culture Counts! How Culture Influences Recovery-** *An exploration of recovery principles, why culture is important in recovery, cultural perceptions of illness & recovery, and strategies to support recovery in diverse communities*
- **Cultural Elements in Treating Hispanic and Latino Populations** - *This training, developed by the National Hispanic/Latino Addiction Technology Transfer Center, will provide information for professionals working with Hispanics or Latino(a) clients that will help improve their skills and effectiveness for service including aspects such as how culture change affects Hispanics and their drug use, treatment related barriers encountered by the population, cultural factors in treatment, co-occurring disorders, and approaches to integrating culture into therapy. Provided two times a year.*
- **Cross Cultural Communication and Conflict Resolution-** *How to develop a capacity to avoid misunderstandings based on cultural differences and methods for managing relationships*
- **DBHDS System Legal Requirements for Language Access-** *Understanding what has to be done to be in compliance with language access laws related to discrimination on the basis of national origin.*
- **Departmental Instruction 209-** *This training will explain the changes found in DI 209- Language Access Services for Individuals with Limited English Proficiency or Other Communication or Language Barriers, identify ways that facilities should comply with the DI, and clarify how the OCLC can support this compliance.*
- **Developing a Plan for Cultural and Linguistic Competence-** *This training is an overview of the important components of a success plan for culturally and linguistically appropriate services and examples of best practices in policies and procedures.*
- **Diversity and Inclusion for Human Resource and Workforce Development Teams-** *Learn the foundations of diversity and inclusion and how to develop strategic plans for D&I in Human Resource Divisions.*
- **Effective Health Communication is Everyone's Job-** *Articulate the importance of health communication, identify how health literacy, cultural competency, and patients' limited English proficiency impact health communication and how to improve them and provide tools to help you cross communication boundaries.*
- **Enhancing First Impressions for Latinos seeking services-** *Tips for working with the Latino community*
- **Ensuring language access in your organization-** *How language access reduces disparities for limited English proficient consumers.*

1/3/2014

- **Ensuring Quality Service Provision for the Latino Community-** *An exploration of the Latino community and how their culture impacts the way that they seek services*
- **Health and Human Services for First-Generation Latinos:** *A Cultural Context*
- **How Diversity Can Support Increased Performance and Innovation** – *Explore the definition of diversity and inclusion in the Human Resource context, understand the business case for D&I initiatives, and discuss ways that HR professionals can enhance D&I in their organizations.*
- **How to Work Effectively Using an Interpreter-** *Understanding the importance of using an interpreter when working with limited English proficient consumers and how to get the most out your encounter with a consumer using a trained or untrained interpreter*
- **Facilitator Training- Strategies for Diversity & Community Engagement-** *A ½ day training for trainers and facilitators organized into four parts: Diversity in Virginia, Lifeways and its impact on relationships, Cultural & Linguistic Competence and strategies for partnerships and language services. This course provides experienced trainers with the information needed to deliver CLC training in their organizational settings.*
- **Interpreting in Mental Health and Developmental Disability Settings-** *Learn important terminology and basic fundamentals of mental health and developmental disabilities to enhance interpreting encounters.*
- **It all Starts at the Front Desk-** *How to enhance your First Impressions in Diverse Communities*
- **Office of Cultural and Linguistic Competence-** *What We Do*
- **Qualified Bilingual Staff Interpreter Training-** *24 hour curricula developed by Kaiser Permanente and modified by DBHDS OCLC designed to introduce best practices for interpreting in behavioral health and developmental services and increase effective communication for bilingual staff that are also utilized as ad-hoc interpreters. Provided three times a year.*
- **Racism and White Privilege-** *An exploration of how race and white privilege impacts service delivery and outcomes.*
- **Train-the-Trainer Workshop series-** *Three day train- the- trainer curricula on cultural and linguistic competence*
- **Understanding Ourselves to Ensure Equitable Services in Behavioral Health and Developmental Services-** *How to move beyond diversity to explore the meaning of the terms culture and cultural competency and make the connection between individual cultural competency and organizational culture.*
- **Utilizing Cultural Brokers in your Organization-** *Explore the traits of a cultural broker and how they may be utilized in an organization*
- **Volunteer Management and CLC-** *How to create culturally competent volunteers and bring diversity to your volunteer team.*
- **What is Culture and Cultural Competence-** *Establish common definitions and first steps toward cultural competence.*

For more information contact

Cecily Rodriguez, Director

Office of Cultural and Linguistic Competence

Virginia Department of Behavioral Health and Developmental Services

1220 Bank Street, Rm 433

Richmond, VA 23219

804.786.5872

cecily.rodriquez@dbhds.virginia.gov

<http://www.dbhds.virginia.gov/OHRDM-CLC.htm>